

Fig. 1

200 201 202 203 204 200

Server ID	Work Type	Server Performance for work Type	Server Threshold for work Type	
100	Calls from Prospects	8	9	205
100	Claims Calls	4	3	206
101	Calls from Prospects	5	9	207
101	Claims Calls	6	7	208
101	Calls from Refused Customers	0	0	209

Fig. 2

301	302	303	304	305	300
Server ID	Work Type	Server Prof for Work Type	Server Threshold for Work Type	Composite Preference for Work Type	
100	Calls from Prospects	8	9	10	306
100	Claims Calls	4	3	8	307
101	Calls from Prospects	5	9	7	308
101	Claims Calls	6	7	10	309
101	Calls from Preferred Customers	0	0	0	310

Fig. 3

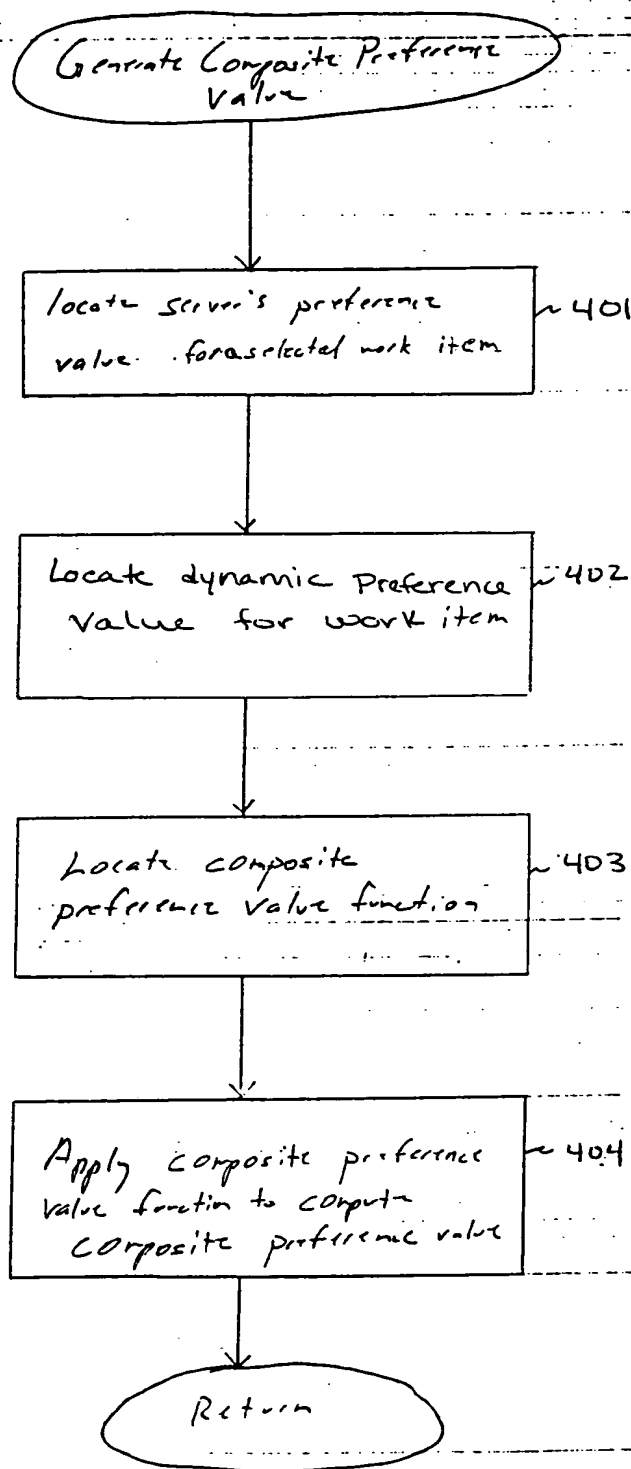


Fig. 4

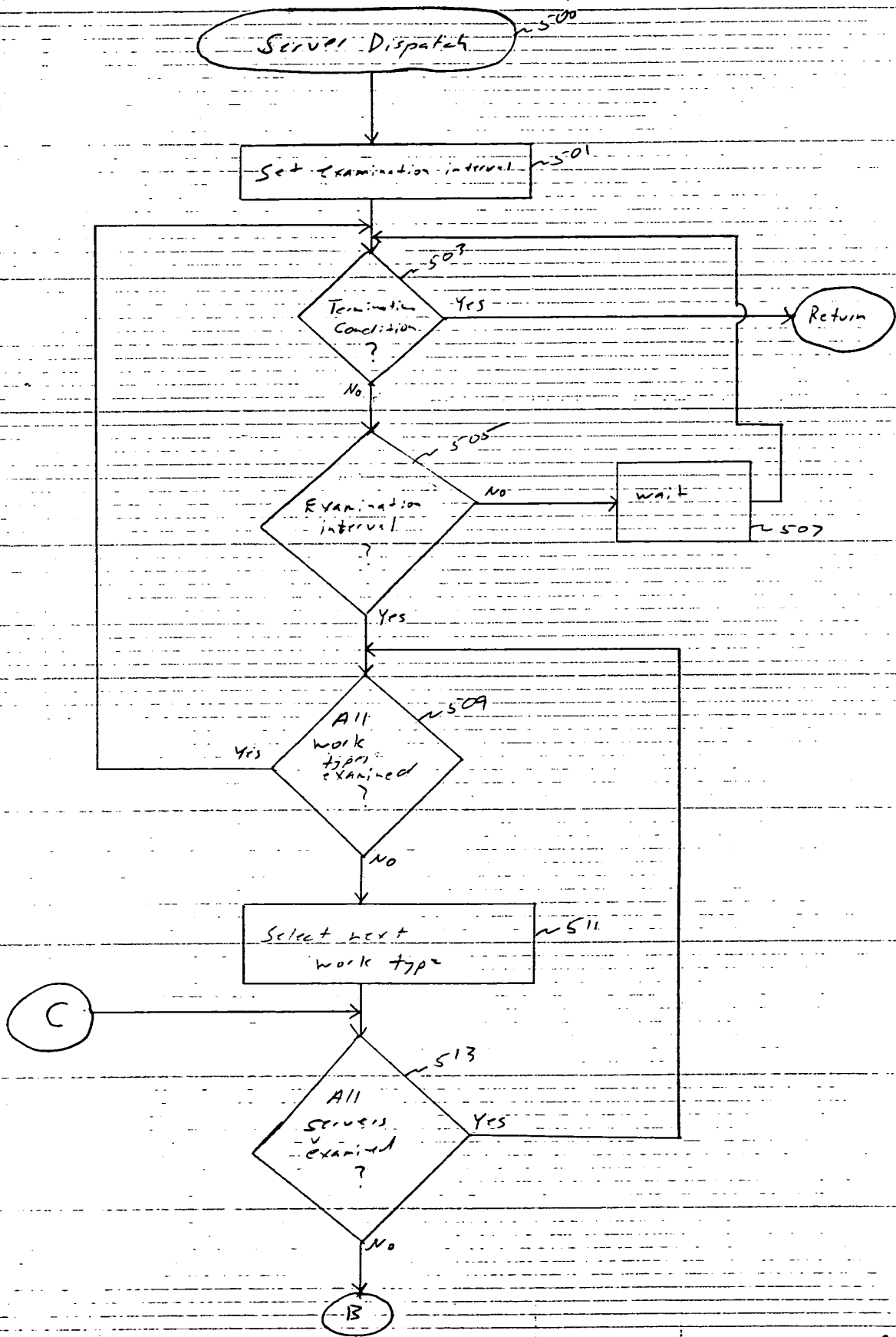


Fig. 5A

B

Select next server ~515

IS selected server's preference value  $\geq$  server's threshold value? ~517

Yes

Update composite preference value ~519

IS composite preference value  $\geq$  server's threshold value? ~521

Yes

Make server available for this work type ~523

C

Fig. 5B

Fig. 6A

Work Type	601	602
Calls from Prospects		42
Claims Calls		30
Calls from Preferred Customers		15
		603
		604
		605

Fig. 6B

work Type	601	602
Calls from Prospects		48
Claims Calls		24
Calls from Preferred Customers		15
		603
		604
		605

601

602

Work Type	Available Servers
Calls from Prospects	53
Claims Calls	24
Calls from Preferred Customers	10

603

604

605

Fig. 6C

601

602

work Type	Available Servers
Calls from Prospects	50
Claims Calls	26
Calls from Preferred Customers	11

603

604

605

Fig. 6D



700

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SERVER ID	Work Type	Severe Perf. for Work Type	Severe Throttle for Work Type	Dynamic Preference Value for Work Type	Composite Preference Value
100	Calls from Prospects	8	9	2	10
100	Claims Calls	4	3	4	8
101	Calls from Prospects	5	9	2	7
101	Claims Calls	6	7	4	10
101	Calls from Potential Customers	0	0	0	0

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Fig. 7

800 801 802 803 804 805

800 803

802

801

Server ID	Work Type	Server Preference for work Type
100	Calls from Prospects	8
100	Claims Calls	4
101	Calls from Prospects	5
101	Claims Calls	6
101	Calls from Preferred Customers	0

806

Threshold  
Value  
Table

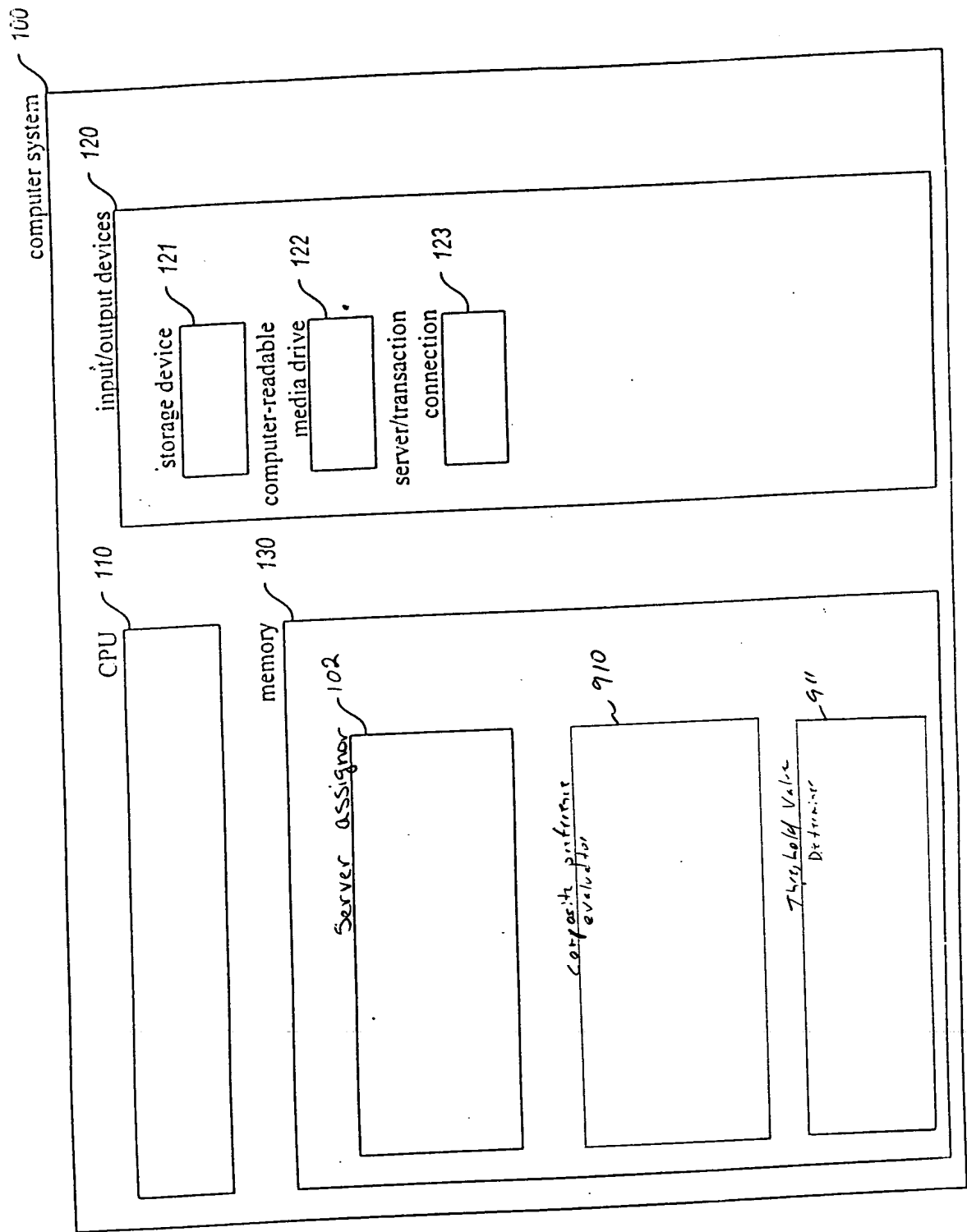


Fig. 9A

66723-664766

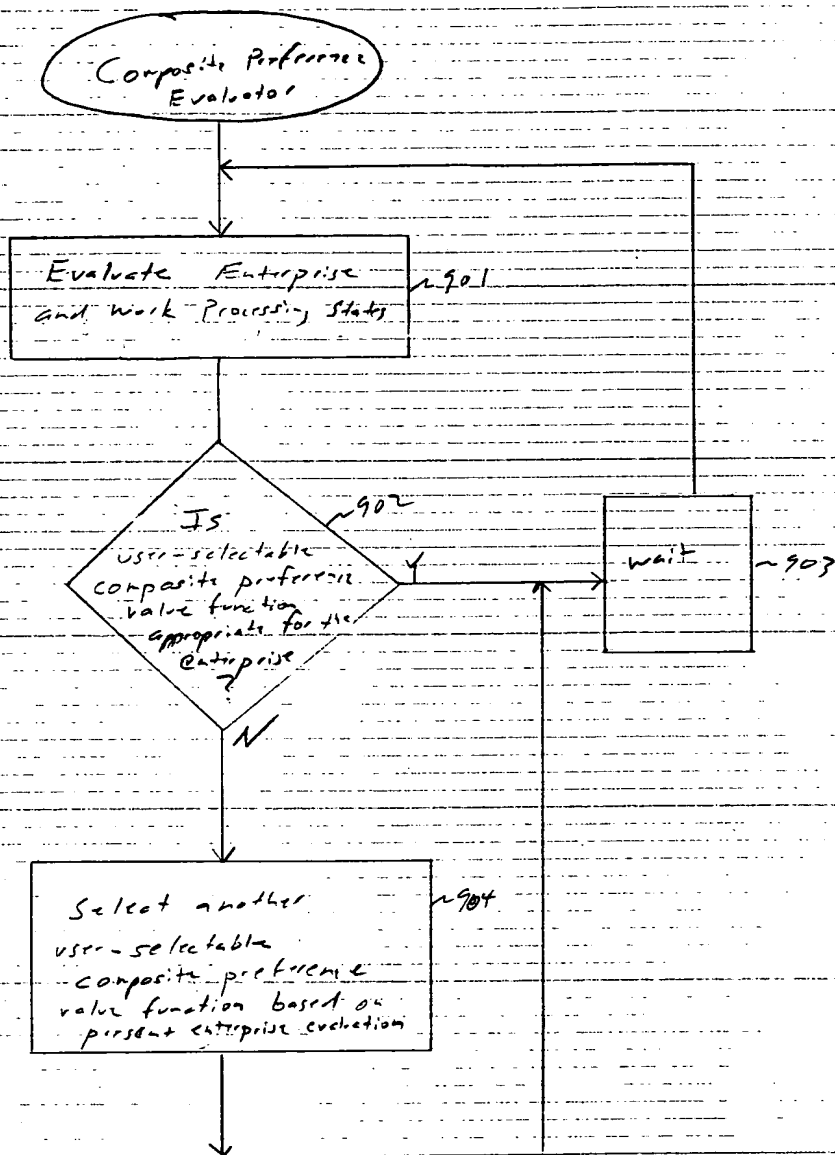
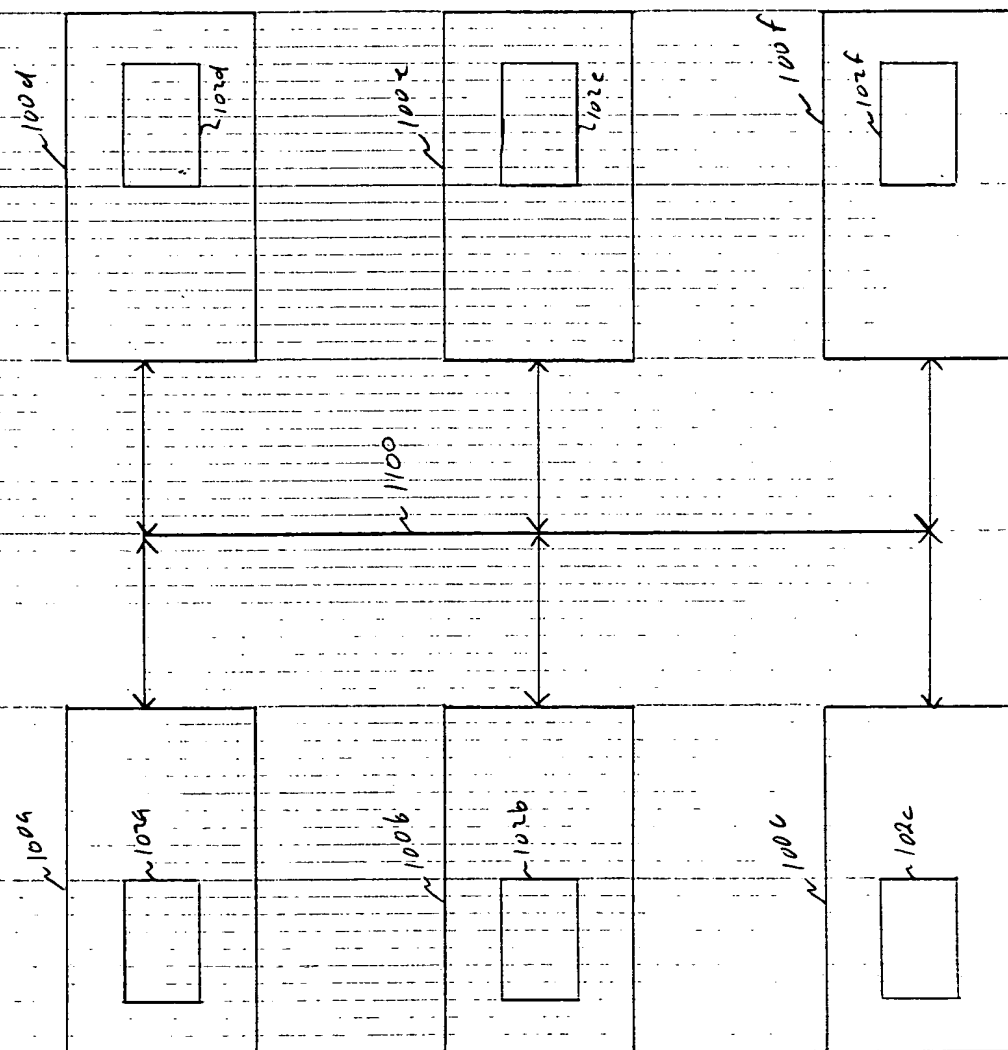


Figure 9B

Agent ID	Work Type	Sever Prof. for work Type	Severe Threshold for work Type	Composite Preference for work Type	
100	Calls from Prospects in western Region	8	9	10	~1001
100	Claims Calls from western Region	4	3	8	~1002
100	Calls from Prospects in Central Region	5	9	7	~1003
100	Claims Calls from Central Region	6	7	10	~1004
100	Public Utility mandated Calls	8	9	20	~1005

00000000



1101

Figure 11